



MOTOROLA SOLUTIONS

VideoManager 14.5 Companion App Guide

This document is intended to serve as a reference to administrators when configuring and using the Companion App.

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Intended purpose This document is intended to serve as a reference to administrators when configuring and using the Companion App.

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Conventions This document uses the following conventions:

Convention	Description
► For more information...	A cross-reference to a related or more detailed topic.
[]	Text enclosed in square brackets indicates optional qualifiers, arguments or data.
< >	Text enclosed in angle brackets indicates mandatory arguments or data.

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Safety notices



Indicates a hazardous situation which, if not avoided, could result in moderate injury, damage the product, or lead to loss of data.



Additional information relating to the current section.

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1 Welcome

Thank you for choosing Motorola Solutions VideoManager and Companion App as your aggregator of evidential-ready footage. VideoManager is designed as an intuitive browser-based system, requiring minimal training. This document assumes administrative familiarity with VideoManager already. For more information, please see the Administrator Guide.

Motorola Solutions Companion App is designed to be used in tandem with VideoManager and compatible VB400s. It enables users who are still in the field to review and categorise footage they have recorded, without needing access to VideoManager itself.

Before the Companion App can be configured, users must have done the following:

- Installed VideoManager.
- Imported a Companion App licence into VideoManager.
- Obtained and installed the Companion App on a phone.

For more information, please see the Administrator Guide.

The steps to take when enabling and configuring the Companion App are as follows:

1. Create users and roles for the Companion App.

>> For more information, see Configure Companion App Users and Roles on page 6

2. Create a device profile for the Companion App (and a WiFi profile, if necessary).

>> For more information, see Create the Companion App Device Profile on page 11

3. Add user-defined media fields to the Companion App.

>> For more information, see Configure Companion App Fields on page 16

4. Configure Companion App settings on VideoManager (these settings determine how often the Companion App configuration must be updated, and how often body-worn cameras must be docked).

>> For more information, see Configure Companion App Settings on page 20

5. Associate the previously-created Companion App user with the Companion App.

This will enable the user to utilise the Companion App on their phone.

>> For more information, see Associate a User with the Companion App on page 22

6. Assign a VB400 to the Companion App user, utilising the previously-created device profile (and WiFi profile, if necessary).

This will enable the user to record footage with the body-worn camera.

>> For more information, see Assign a VB400 for the Companion App on page 24

7. Utilise the Companion App (view footage and the VB-series camera's status).

>> For more information, see Utilise the Companion App on page 26

8. Once the user returns from the field, they should download all footage to VideoManager.

>> For more information, see Download Footage to VideoManager on page 31

2 Configure Companion App Users and Roles

Permissions control which actions a user can perform on VideoManager and the Companion App (e.g. whether they can view and categorise footage).

A role is a collection of permissions, which is then applied to a user. The process for creating Companion App roles is as follows:

1. Create a Companion App administrator role. This will enable a user to configure the Companion App on VideoManager.

>> For more information, see [Create the Companion App Administrator Role](#) on page 7

2. Create a Companion App user role. This will enable a user to operate the Companion App in the field.

>> For more information, see [Create the Companion App User Role](#) on page 9

3. Apply the Companion App roles to the relevant users.



*Roles are **not** automatically applied to users upon creation. If they are not manually applied to users, they will not take effect.*

>> For more information, see [Apply Companion App Roles to Users](#) on page 10

2.1 Create the Companion App Administrator Role

The Companion App administrator role enables a user to configure the Companion App on VideoManager (i.e. associate a phone with the Companion App).

COMPANION APP	
SETUP COMPANION APP FOR MYSELF	ON
SETUP COMPANION APP FOR SUPERVISED USER	ON
SETUP COMPANION APP FOR ANY USER	ON
USE COMPANION APP	OFF
USE COMPANION APP VIEW FINDER	OFF
PLAY VIDEOS IN COMPANION APP	OFF
VIEW/EDIT COMPANION APP METADATA	OFF

Users can either create a new role which will have Companion App permissions, or edit a previously-created role to include the Companion App permissions. To do so:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Roles** section.
4. Click **Create Role** or **Go To Role**, if a previously-created role is being edited.
5. Scroll to the **Device Permissions** pane.
6. In the **Companion App** section, ensure that following permissions are set to **On** in addition to the administrator's normal permissions:
 - **Setup Companion App for myself**
 - **Setup Companion App for supervised user**
 - **Setup Companion App for any user**
7. Scroll to the **Advanced Permissions** pane.
8. In the **Settings** section, in the **Companion App Settings** row, ensure that **VIEW** and **EDIT** are set to **On**.

This will enable users to configure Companion App settings from the **Admin** tab.

>> For more information, see Configure Companion App Settings on page 20





9. Click **Create Role** or **Save Role**.

2.2 Create the Companion App User Role

The Companion App user role enables a user to utilise the Companion App in the field.

COMPANION APP	
SETUP COMPANION APP FOR MYSELF	OFF
SETUP COMPANION APP FOR SUPERVISED USER	OFF
SETUP COMPANION APP FOR ANY USER	OFF
USE COMPANION APP	ON
USE COMPANION APP VIEW FINDER	ON
PLAY VIDEOS IN COMPANION APP	ON
VIEW/EDIT COMPANION APP METADATA	ON

Users can either create a new role which will have Companion App permissions, or edit a previously-created role to include the Companion App permissions. To do so:

1. Navigate to the **Admin** tab.
2. Select the  **People** pane.
3. Click the  **Roles** section.
4. Click  **Create Role** or  **Go To Role**, if a previously-created role is being edited.
5. Scroll to the **Device Permissions** pane.
6. In the **Companion App** section, ensure that the relevant permissions are set to **On**. The permissions to be enabled depends on how many of the Companion App's functionalities should be available to the user:
 - **Use Companion App** - this permission enables the user to utilise the Companion App on their phone.
 - **Use Companion App viewfinder** - this permission enables the user to see what their VB400 sees in the field. Users can then adjust their VB400 accordingly.
 - **Play videos in Companion App** - this permission enables users to watch videos in the Companion App.
 - **View/edit Companion App metadata** - this permission enables users to view and edit the metadata of the videos they have recorded in the field, utilising previously-created user-defined media fields.
7. Click **Create Role** or **Save Role**.

2.3 Apply Companion App Roles to Users

Once the Companion App administrator and user roles have been created (or edited), they should be applied to the relevant users.

The screenshot shows the 'Edit User' interface. On the left, there are input fields for 'USER NAME' (Default Operator), 'PASSWORD', 'CONFIRM PASSWORD', 'DISPLAY NAME' (Enter a display name for this user), 'EMAIL NOTIFICATIONS' (Enter email address), and 'MOBILE NOTIFICATIONS' (Enter mobile number). Each field has a 'TEST' button and a toggle switch. On the right, there is a 'Roles' section with a table of roles and their status.

Role	Status
SYSTEM ADMINISTRATOR	OFF
ADMINISTRATOR	OFF
COMPANION APP USER	ON
DEVICE OPERATOR	OFF
INCIDENT REVIEWER	OFF
NOTIFICATIONS - SUPERVISOR	OFF
ONLY VIEW OWN VIDEO & RECORD IT	OFF
OPTIONAL 2FA	OFF
READONLY ADMIN ROLE	OFF

One user can inhabit both roles, if they will be both configuring and operating the Companion App.

It is also possible for one user to inhabit the administrator role and another user to inhabit the user role. This may be necessary if one user will be configuring the Companion App, but a different user will be operating it.

To apply the roles to a user, or multiple users:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Users** section.
4. Next to the user's profile, click **Go To User**.
5. In the **Roles** section, ensure that the relevant role is set to **On**.
6. Click **Save User**.





Repeat this process for as many users as necessary.

3 Create the Companion App Device Profile

VB400s are not configured by default to be used with the Companion App. For this reason, users must manually create a device profile for use with the Companion App. Alternatively, a previously-created device profile can be edited to include the Companion App configuration.



To create a Companion App device profile, or edit a previously-existing device profile to be Companion App-compatible:

1. Navigate to the **Admin** tab.
2. Select the  **Devices** pane.
3. Click the  **Device Profiles** section.
4. Click  **Create profile**, or click  **Edit profile** next to the profile to be edited (this must be a device profile suitable for use with VB400s).
5. From the **Device Family** dropdown, ensure that **VB400** has been selected.
6. In the **Companion App Settings** section, ensure that **Enable companion app** is set to **Yes**.
7. From the **Companion App Connection** dropdown, select how the VB400 will communicate with the Companion App. The options are as follows:
 - **Bluetooth** - if selected, the Companion App will be connected to the VB400 entirely over Bluetooth.
 - **WiFi** - if selected, the Companion App will be connected to the VB400 over WiFi and Bluetooth. The user must create a WiFi profile.

>> For more information, see Create the Companion App WiFi Profile on page 14



Even if WiFi is selected, the phone on which the Companion App has been downloaded must still have Bluetooth enabled.

By default, the VB400 will attempt to connect to WiFi automatically. If the VB400 should connect to WiFi manually (through pressing a button on the body-worn camera), this should be configured in the same device profile:

1. Scroll to the **Controls** section.
2. From the **Wifi connection** dropdown, select **Manual**.
3. Identify which button, and which gesture, should prompt the VB400 to search for, and connect to, WiFi.

For example, it may be useful for the VB400 to start or stop searching for WiFi when the front button is pressed.



4. From the **Action** dropdown, select **Toggle Wifi connection**.

Alternatively, select **two** different buttons and gestures - from the two dropdowns, select **Connect to Wifi** for one and **Disconnect from Wifi** for the other.

For example, it may be useful for the VB400 to start searching for WiFi when the front button is pressed, and stop searching for WiFi when the function button C is double-clicked.







8. Click **Save Settings**.

Once it has been created, the device profile can be, if required, added to the previously-created Companion App user role. This means that when VB400s are assigned to users in that role, those VB400s will use this device profile by default. To do so:

1. Navigate to the **Admin** tab.
2. Select the  **People** pane.
3. Click the  **Roles** section.
4. Next to the Companion App user role, click **> Go To Role**.
5. In the **Default device profile** field, click **+** and select the newly-created Companion App device profile from the dropdown.
6. Click **Save Role**.

The user can change which device profile will be used when assigning a device, if they have the **Select device profile when assigning** permission enabled in one of their roles. Otherwise, all users in this role **must** use this device profile.

Alternatively, if **all** users on VideoManager should have access to the Companion App device profile and use it by default, the following steps should be completed:

1. Navigate to the **Admin** tab.
 2. Select the  **Devices** pane.
 3. Click the  **Device Profiles** section.
 4. Click   **Reorder profiles**.
 5. Click  next to the Companion App device profile until it is at the top of the list.
- An  icon will appear next to the device profile.

6. Click ***Confirm new order.***

The user can change which device profile will be used when assigning a body-worn camera, if they have the ***Select device profile when assigning*** permission enabled in one of their roles.

Otherwise, all users on VideoManager **must** use this device profile.

3.1 Create the Companion App WiFi Profile

This step is only required if the Companion App has been configured to connect to the VB400 over WiFi.

Because the Companion App and VB400 must be on the same network to communicate in the field, it is recommended that the user creates a personal hotspot on the same phone running the Companion App. On VideoManager, a user-specific WiFi network should be created with the hotspot's information, and then added to a WiFi profile; this ensures that only the user in question can see their personal hotspot on VideoManager, and use it in the field.

The steps for creating a user-specific WiFi network differ, depending on whether the user is creating the network for **another user on VideoManager or for themselves**.





If the user is configuring a user-specific WiFi network for another user to utilise with the Companion App, the steps are as follows:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Users** section.
4. Next to the user to be edited, click **> Go To User**.
5. In the **Wifi Networks** pane, click **+ Add network**.
6. Enter the personal hotspot's information.
7. Click **Add** to save the network.

If the user is creating the user-specific WiFi network for themselves:

1. In the top right-hand corner of VideoManager, click the **Account Profile** icon.
2. Select **Account Profile** from the dropdown.
3. In the **User-Specific Wifi Networks** pane, click **+ Add network**.
4. Enter the personal hotspot's information.
5. Click **Add** to save the network.

Once the user-specific WiFi network has been created, it should be added to a WiFi profile. This will enable the VB400 to communicate with the Companion App in the field. To do so:

1. Navigate to the **Admin** tab.
2. Select the  **Connectivity** pane.
3. Click the  **WiFi Profiles** section.
4. Click  **Create wifi profile**, or  **Go To Profile** if a previously-existing WiFi profile is being edited.
5. If **Default profile** is set to **On**, this WiFi profile will be the default for all users on VideoManager.

The user can change which WiFi profile will be used when assigning a body-worn camera, if they have the **Select device profile when assigning** permission enabled in one of their roles. Otherwise, all users on VideoManager **must** use this WiFi profile.

6. Ensure that **User-specific networks** is set to **On**.
7. Click **Save Settings**.

4 Configure Companion App Fields

User-defined media fields can be created by users on VideoManager. These fields enable users to categorise their videos and other media without needing to add them to an incident.

Normally, users can only edit the user-defined media fields for a video once the video has been downloaded or imported into VideoManager. However, using the Companion App, it is possible to categorise recently-recorded videos while still in the field.

To configure user-defined media fields for the Companion App:

1. Create user-defined media fields which are suitable for use with the Companion App.

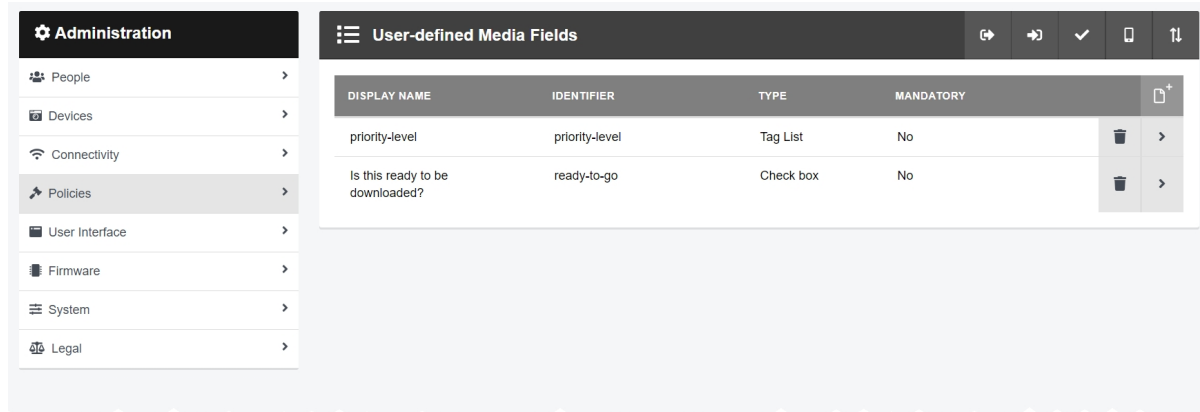
>> For more information, see [Create User-Defined Media Fields for the Companion App](#) on page 17

2. Add the previously-created user-defined media fields to the Companion App.

>> For more information, see [Add User-Defined Media Fields to the Companion App](#) on page 19

4.1 Create User-Defined Media Fields for the Companion App

Users must create user-defined media fields which are suitable for use with the Companion App. This is done from the **User-defined Media Fields** section of the **Policies** pane, in the **Admin** tab.



To create user-defined media fields:

1. Navigate to the **Admin** tab.
2. Select the **Policies** pane.
3. Click the **User-defined Media Fields** section.
4. Click **Create Field**.
5. In the **Identifier** field, enter an identifier for the user-defined media field. This should be all lowercase, and unique.
6. In the **Display name** field, enter a display name for the user-defined media field. This will be what the user-defined media field is called on the Companion App.
7. From the **Type** dropdown, select the type of user-defined media field to be created. The Companion App is compatible with the following types of user-defined media field:
 - **Text** - the user can enter text about a recently-recorded video.
 - **Drop down** - the user can select an option from a dropdown menu.
 - **Check box** - the user can check, or not check, a field.
 - **Tag List** - the user can select one or more options from a field.
8. The next step depends on the type of user-defined media field which has been selected:
 - If **Text** has been selected, in the **Number of lines** field, enter the number of lines (1-50) which will be displayed at once when viewing or editing the text field of a video. This does not restrict the actual number of lines which can be entered.

- If **Drop down** has been selected, click **+ New Value**. This will add an option to the drop down field, which the user can select when editing a video. In the **Value** field, enter the name of the dropdown option. Click **confirm**. Repeat for as many options as necessary.
 - If **Check box** has been selected, no further changes are needed at this time.
 - If **Tag List** has been selected, Click **+ New Value**. This will add an option to the tag list field, which the user can select when editing a video. In the **Value** field, enter the name of the tag list option. Click **confirm**. Repeat for as many options as necessary.
9. If **Use in general search** is set to **On**, videos can be filtered by the information entered into this user-defined media field, using the **Match Text** field in the **🔍 Search Videos** pane.

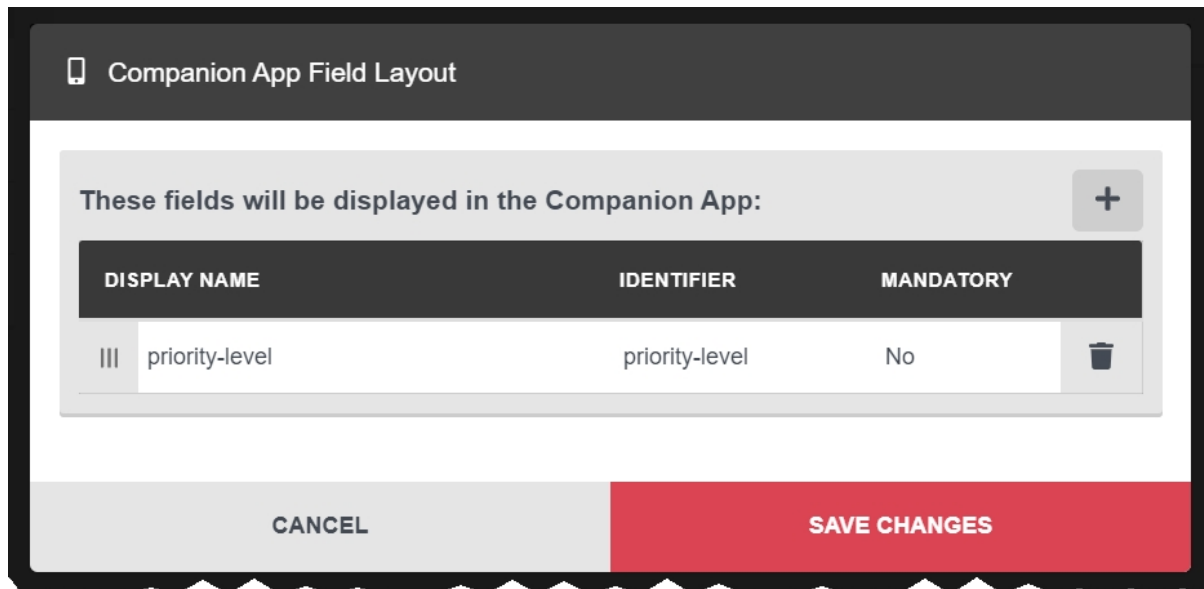


This does not apply to check box fields or tag list fields.

10. If **Show search field** is set to **On**, a field will appear in the **🔍 Search Videos** pane that enables users to filter videos by this field specifically.
11. If **Show in incident editor** is set to **On**, the way this field has been populated will be viewable in the **Incident Clips** section of the incident editor once the video has been downloaded to VideoManager and added to an incident.
12. Do **not** make any changes in the **Conditions** section.
13. Click **Save Settings**.

4.2 Add User-Defined Media Fields to the Companion App

Once suitable user-defined media fields have been created, users must specify which of these user-defined media fields will appear on the Companion App. Like user-defined media field creation, this is also done from the **User-defined Media Fields** section of the **Policies** pane, in the **Admin** tab.



To apply user-defined media fields to the Companion App:

1. Navigate to the **Admin** tab.
2. Select the **Policies** pane.
3. Click the **User-defined Media Fields** section.
4. Click **Configure Companion App Field Layout**.
5. Click **+**.
6. From the dropdown, select the previously-created user-defined media fields which will be added to the Companion App.

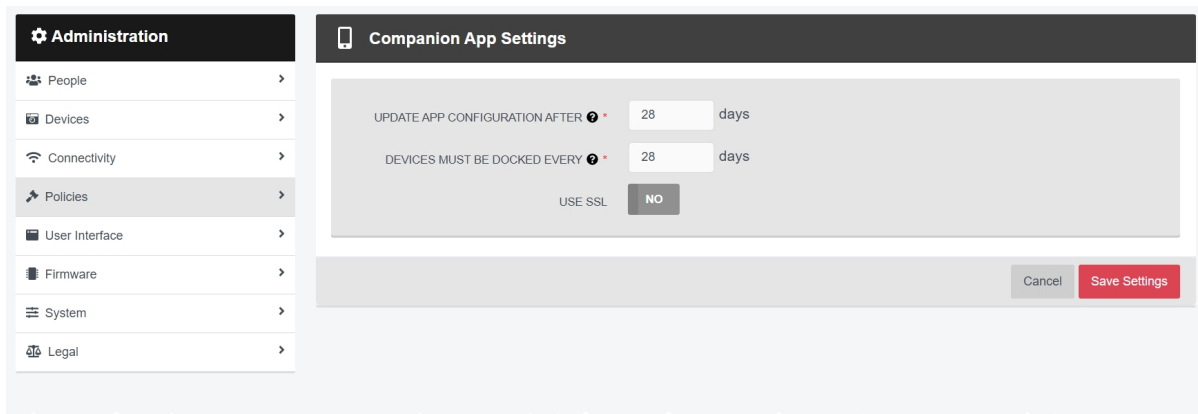


Only user-defined media fields whose format is compatible with the Companion App will be presented here (i.e. only text fields, drop down fields, check box fields, and tag list fields).

7. Click **save changes**.

5 Configure Companion App Settings

Users with sufficient permissions can configure aspects of the Companion App from VideoManager - this should happen before users begin operating the Companion App. This is done from the **Companion App Settings** section of the **Policies** pane, in the **Admin** tab.



To configure Companion App settings:

1. Navigate to the **Admin** tab.
2. Select the **Policies** pane.
3. Click the **Companion App Settings** section.
4. In the **Update app configuration after** field, enter the number of days, after which the Companion App must receive an updated configuration from VideoManager.



For this to be successful, the phone running the Companion App must be able to reach the instance of VideoManager from which it was provisioned (i.e. over a WiFi network or VPN). If the Companion App cannot reach VideoManager within the number of days specified, it will stop working.

5. In the **Devices must be docked every** field, enter the number of days, after which the body-worn cameras associated with individual instances of the Companion App must be redocked.

There can only be **one** body-worn camera associated with a Companion App at any one time. However, multiple instances of the Companion App can be associated with one instance of VideoManager.

6. If **Use SSL** is set to **On**, all communication between the VB400 and the user's phone will be encrypted with SSL.



If this is enabled, users will be presented with an SSL certificate. They must download this SSL certificate to the phone which is running the Companion App.

7. Click **Save Settings**.

6 Associate a User with the Companion App



The Companion App must be associated with a user before it can be operated. The association is made between the Companion App running on the user's phone and VideoManager. This is done using a QR code which is generated on VideoManager and scanned by the Companion App. If the phone cannot scan QR codes, VideoManager also generates a text code which can be used instead.



The Companion App must be able to connect to VideoManager when it scans the QR code, and then periodically to re-validate the configuration.

The steps for associating a user with the Companion App differ, depending on whether the user is configuring the Companion App for **another user on VideoManager** or **for themselves**.

If the user is configuring the Companion App for another user on VideoManager:

1. Navigate to the **Devices** tab.
2. Click  **Advanced** in the top right-hand corner.
3. Choose  **Configure Companion App** from the dropdown.
4. Enter the name of the user who will be both operating the VB400 and the Companion App.





This must be the same user.

VideoManager will generate a QR code **and** a text code:

- If the user can scan the QR code, click **Scan QR Code**.
 - If the user cannot scan the QR code, click **Copy to Clipboard**, open the Companion App on the phone, paste the link, and click **Submit**.
5. The user and their phone are now associated with the Companion App.

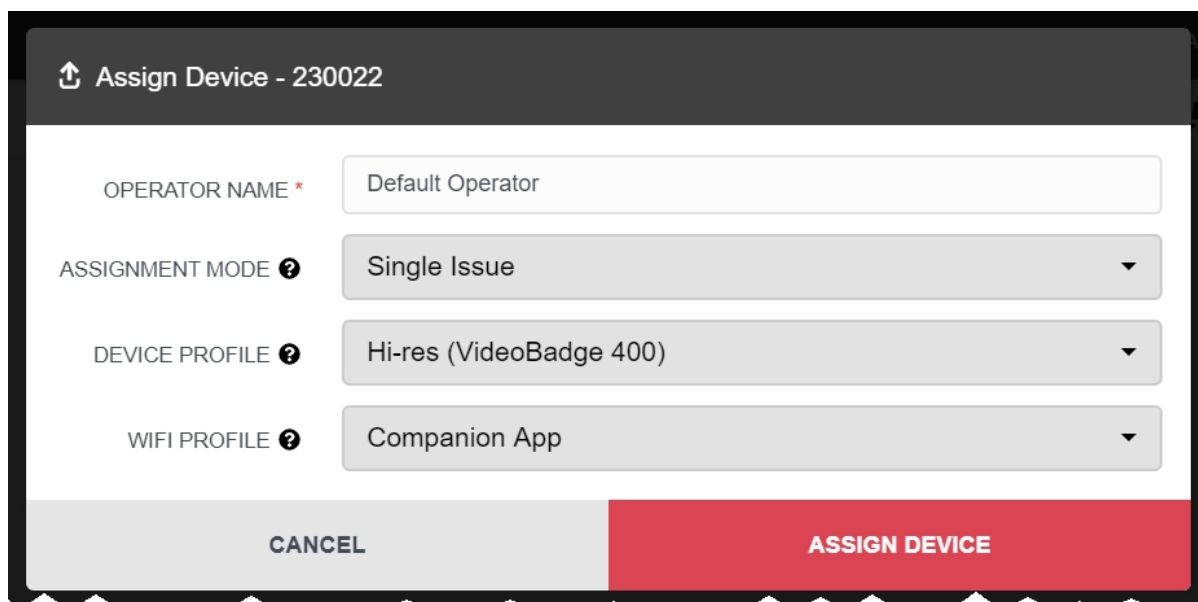
If the user is configuring the Companion App for themselves:

1. In the top right-hand corner of VideoManager, click the  icon.
2. Select **Account Profile** from the dropdown.
3. In the  **Companion App** pane, click **Configure Companion App**.
VideoManager will generate a QR code **and** a text code:
 - If the user can scan the QR code, click **Scan QR Code**.
 - If the user cannot scan the QR code, click **Copy to Clipboard**, open the Companion App on the phone, paste the link, and click **Submit**.
4. The user and their phone are now associated with the Companion App.

7 Assign a VB400 for the Companion App



Before the user can utilise the Companion App with a VB-series camera in the field, the VB400 must be assigned or allocated to them.

As long as the device profile and WiFi profile are correct, this can also be done with pool-issued body-worn cameras.



To assign a VB400 to the Companion App user through pool issue, the user should tap their RFID card against the RFID reader associated with VideoManager. In the pool, a VB400's LEDs will light up and it will emit a beep. The user can undock and operate this body-worn camera. For more information, please see the Administrator Guide.

Alternatively, a VB400 can be assigned to a Companion App user through VideoManager. To do so:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find Devices**.
4. Find the relevant VB400, and click  **Assign Device** next to it.



*This body-worn camera must be connected to VideoManager and unassigned. To unassign a body-worn camera, click  **Return Device**.*

The **Assign Device** dialogue opens.

5. In the **Operator Name** field, enter the name of the user who will be recording with this body-worn camera. This must be a valid username on VideoManager.
This must be the user who:
 - Has the relevant permissions to utilise the Companion App.
 - Has had a user-specific WiFi network created for them (if necessary).
 - Has been associated with the Companion App.
6. From the **Assignment Mode** dropdown, select which assignment mode will be used by the VB400. The options are as follows:
 - **Single Issue** - the VB400 will be assigned to the Companion App user for one trip. When it is redocked, it will become unassigned.
 - **Permanent Issue** - the VB400 will be assigned to the Companion App user. When it is redocked, it will remain assigned to the same user.
 - **Permanent Allocation** - the VB400 will be allocated to the Companion App user. Before they can utilise the body-worn camera, they must tap their RFID card against an RFID reader. When the VB400 is redocked, it will remain assigned to the same user. For more information, please see the Administrator Guide.
7. From the **Device Profile** dropdown, select the previously-created device profile which has the Companion App enabled.
8. From the **Wifi Profile** dropdown, select the previously-created WiFi profile which has the same information as the user's hotspot (if necessary).
9. Click **Assign Device**.

8 Utilise the Companion App

Once the previous steps have been completed, the Companion App can be used in the field with the user's VB400.



To start using the Companion App:

1. Open the Companion App on the phone.
2. Undock the previously-assigned VB400.
3. The Companion App will immediately start searching for the VB400.

If the body-worn camera is not connecting, and the Companion App has been configured to connect to the VB400 over Bluetooth, ensure that Bluetooth tethering is enabled. To do so:

1. On the phone, navigate to the **Network & internet** pane.
2. Click the **Hotspot & tethering** section.
3. Set **Bluetooth tethering** to **On**.
4. Navigate back to the Companion App.



These steps may differ, depending on the phone.

The first time a user's body-worn camera is connected to their phone, it will pair automatically. This only needs to be done once - even if the user is obtaining their body-worn camera with pool issue.



A user can only connect to, and review footage recorded on, the first undocked body-worn camera assigned to them. If a user has two body-worn cameras assigned to them, only the first body-worn camera they undock will be connected to the Companion App.

4. Once the Companion App has been connected to the VB400, the user will be presented with the following options:

- View previously-recorded footage.

>> For more information, see View and Categorise Footage on the Companion App on page 28

- View the status of the VB400.

>> For more information, see View the VB400's Status on page 29


- Watch the live view of the VB400.

>> For more information, see Watch the VB400's Live View on page 30

8.1 View and Categorise Footage on the Companion App

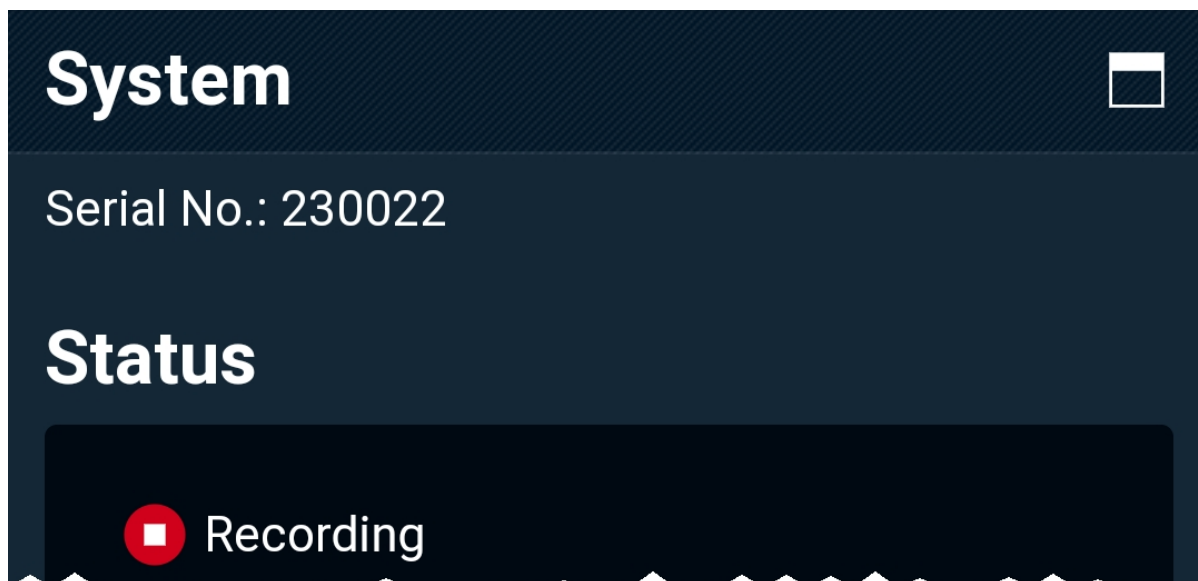
Users can view, and categorise, previously-recorded footage on the Companion App while still in the field.

To view and categorise previously-recorded footage:


1. Ensure that the VB400 is **not** recording.
2. In the Companion App, select the  **Recordings** pane.
The user will be presented with the list of videos which have been recorded by their VB400.
3. Select the relevant video by clicking it.
4. Categorise the footage if necessary, using the previously-created user-defined media fields.
The Companion App automatically saves changes to the user-defined media fields once the user navigates away from the footage or presses the back button.

8.2 View the VB400's Status

Users can view the status of their VB400 on the Companion App.

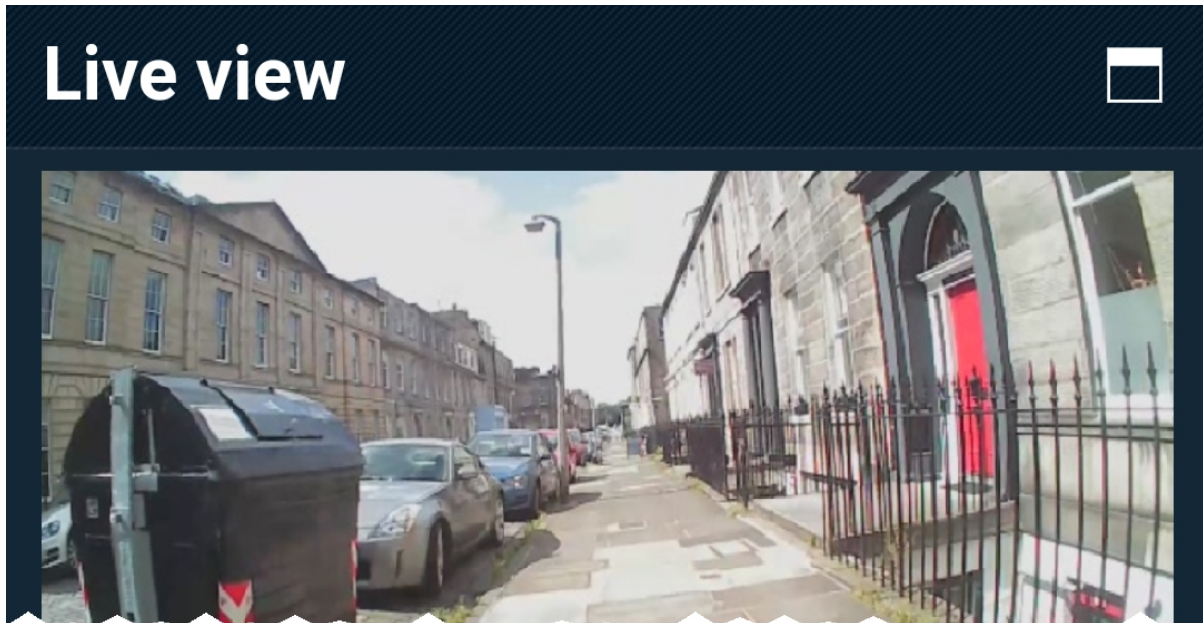


To view the status of a VB400 in the field:

1. In the Companion App, select the  **System** pane.
 2. Under the **Status** heading, users can view whether the VB400 is pre-recording, recording, or not recording at all.
- Users can also view their VB400's serial number.

8.3 Watch the VB400's Live View

Users can watch their VB400's live view on the Companion App, enabling them to adjust their VB400 if necessary.




To look at the VB400's live view:

1. Ensure the VB400 is **not** recording.

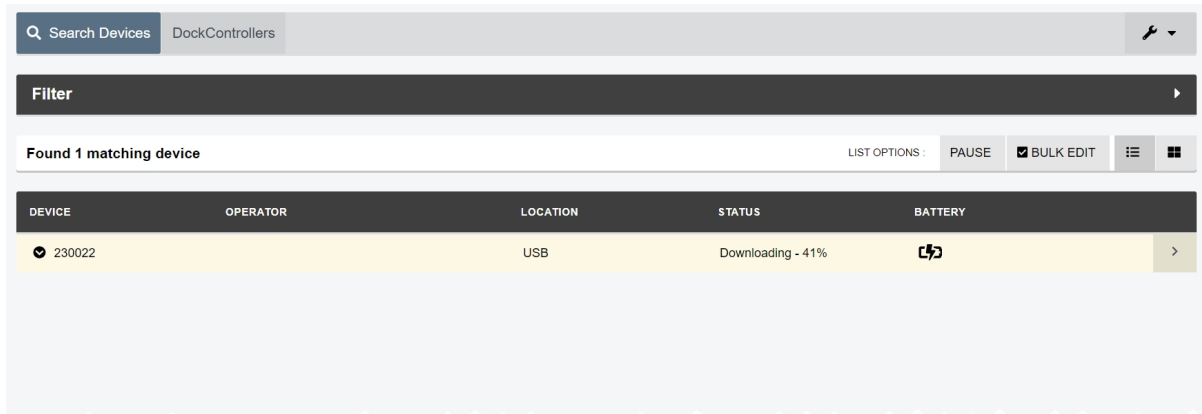


*The live view will be presented as **unavailable** if the VB400 is currently recording.*

2. In the Companion App, select the  **Live** pane.
Users will be able to see what their VB400 sees.

9 Download Footage to VideoManager

The Companion App is a proxy for VideoManager. This means that any footage on it **cannot** be shared or processed on the phone itself. For this reason, once the user has viewed the footage and categorised it with their previously-created user-defined media fields, they should download it to VideoManager. This could be at the end of a shift, or when a remote worker returns home.



To download footage to VideoManager:

1. Redock the VB400.
2. On VideoManager, navigate to the **Devices** tab.
3. Check that the footage is being downloaded to VideoManager - the **Status** column should read as **Busy**, then **Downloading**, then change back to **Unassigned** or **Ready** (depending on how the VB400 has been assigned).



Footage which has been downloaded from a VB400 to VideoManager will no longer be available on the Companion App.

Once the footage has been downloaded, it can be added to incidents like normal. If a user has edited the user-defined media fields on the Companion App incorrectly (i.e. ignoring the validators), they will be prompted to re-format the user-defined media fields correctly (i.e. obeying the validators) when they try to edit the video's properties. For more information, please see the Administrator Guide.

10 Glossary

A

Access Control Key

The security mechanism that prevents unauthorised devices from connecting to VideoManager - in addition, if a device is lost or stolen, its recorded footage cannot be recovered unless the person who has possession of the device also has its access control key.

Assigned/Unassigned

If a body-worn camera has been assigned, it has been paired with a user and can record footage. An unassigned body-worn camera has not been paired with a user, and cannot record footage until it has been assigned.

Audit Log

The trail of information that records every action on the system. This includes when people logged on, logged off, whether they docked or undocked body-worn cameras, deleted videos, etc. This trail is not deletable.

C

Companion App

Motorola Solutions' Companion App enables users who are still in the field to view, and categorise, footage they have recently recorded.

D

Device

Motorola Solutions equipment which has been associated with VideoManager (e.g. body-worn cameras, DockControllers).

Display Name

The name of a user that will be presented to others on the VideoManager system - this is not necessarily the same as a username.

I

Incident

A collection of evidence - such as footage, notes, and users - which can be exported or shared with people outside of VideoManager. In some lines of work, this is known as an exhibit.

Incident Clip

Any video which has been added to an incident.

L

Licence

Some features on VideoManager are not available unless a licence has been obtained from Motorola Solutions. Such features include assisted redaction, Tactical VideoManager, and ONStream.

P

Permanent allocation

If a body-worn camera has been assigned to a user with permanent allocation, it will be assigned to the user permanently, even when it is redocked. It does not need to be reassigned every time the user wishes to use it. Unlike permanent issue, the user can only use the device with RFID touch assign.

Permanent issue

If a body-worn camera has been assigned to a user with permanent issue, it will be assigned to the user permanently, even when it is redocked. It does not need to be reassigned every time the user wishes to use it.

Permission

An individual rule which determines the actions users can perform on VideoManager.

R

Recording

This is the complete footage recorded by a body-worn camera, from the moment it is prompted to start recording until the moment it is prompted to stop (including any pre- and post-record periods). A recording will be split into multiple videos if it reaches a certain length, as defined in the body-worn camera's device profile.

Role

Instead of applying permissions directly to users, they are applied to a role, which is then applied to a user. This means that multiple users can belong to the same role.

S

Single issue

If a body-worn camera has been assigned to a user with single issue, it will only be assigned to the user for one trip. Once the body-worn camera is redocked, it will return to the pool and can be assigned to a different user.

U

User

Every individual on an instance of VideoManager must have their own user.

User-defined Field

A manually-created field which helps to filter/categorise incidents in a more advanced manner.

User-specific WiFi Network

A WiFi network that only appears on the dashboard of the user who configured it - for instance, a mobile phone hotspot for streaming that other users shouldn't be able to access.

V

VB400

A robust body-worn camera designed and sold by Motorola Solutions. It can record for up to 8 hours in full HD and has 32GB of recording storage. It also has GPS-tracking, Bluetooth functionality, and can livestream footage to VideoManager over a WiFi network.

Video

A section of a recording, the length of which is determined by the body-worn camera's device profile.

W

WiFi Profile

A collection of individual WiFi networks that is then applied to a body-worn camera. The body-worn camera in question will stream to VideoManager over these networks.

For more information, please visit: www.motorolasolutions.com.

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